

COUNTY OF WILL



TITLE VI PROGRAM

August 2018

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TITLE VI "STATEMENT OF POLICY"

Will County is committed to a policy of non-discrimination in the conduct of its business, including its Title VI responsibilities. It is Will County's policy to utilize its best efforts to assure that no person shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under its public service.

Toward this end, it is Will County's objective to:

- A. Ensure that the level and quality of public service is provided without regard to race, color, or national origin;
- B. Identify and address, as appropriate, disproportionately high and adverse human health and environmental effects, including social and economic effects of programs and activities on minority populations and low-income populations;
- C. Promote the full and fair participation of all affected populations in decision making;
- D. Prevent the denial, reduction, or delay in benefits related to programs and activities that benefit minority populations or low-income populations;
- E. Ensure meaningful access to programs and activities by persons with limited English proficiency.

The responsibility for carrying out Will County's commitment to this program has been delegated to the Will County Executive by the Will County Board. Title VI staff is responsible for the day-to-day operations of this Program. The EEO Officer receives and investigates Title VI complaints which come through the complaint procedure. However, all managers, supervisors, and employees share in the responsibility for making Will County's Title VI Program a success.

Additional information concerning Will County's Title VI obligations and the complaint procedure can be found on the Will County website www.willcountyillinois.com or by calling 815-774-6346.

TITULO VI “DECLARACION DE LA POLIZA”

Will County esta comprometido a una política de no-discriminación en la forma en que conduce sus negocios, incluyendo su Título VI de responsabilidades - la entrega de servicios de transportación justos y accesibles. Will County reconoce sus responsabilidades con las comunidades en las que opera y con la sociedad a la que sirve. Es la política de Will County el utilizar sus mejores esfuerzos para asegurarse que ninguna persona, en base a su raza, color, o nacionalidad, sea excluida, negada u objeto de discriminación por participar en este servicio, o le sean negados los beneficios bajo este programa de servicio publico.

Ya para terminar, es el objetivo de Will County:

- A. Asegurarse que el nivel y la calidad del servicio publico se proporcione sin tener en cuenta la raza, color o nacionalidad.
- B. Identificar y localizar, según convenga, la altamente desproporcionada y adversa salud humana y los efectos ambientales, incluyendo los efectos sociales y económicos de los programas y actividades en la población minoritaria y de bajos ingresos;
- C. Promover la completa y justa participación de todas las poblaciones afectadas en la toma de decisiones:
- D. Evitar la negación, reducción, o la demora de los beneficios relacionados a los programas y actividades que benefician a la población minoritaria o de bajos ingresos;
- E. Asegurar el acceso significado a los programas y actividades para personas con habilidad limitada para el Inglés.

La responsabilidad para cumplir con el compromiso de Will County para éste programa ha sido encomendada al Ejecutivo de Will County por la Board de Will County. El personal del Título VI es responsable por las operaciones diarias de este Programa y la Oficial EEO, que recibirá e investigará las demandas que lleguen a través del procedimiento de demandas. Sin embargo, los gerentes, supervisores y empleados comparten la responsabilidad de hacer que el Programa Título VI de Will County sea un éxito.

Información adicional acerca de las obligaciones y el procedimiento de demandas del Título VI de Will County, pueden encontrarse en la página de Internet www.willcountyillinois.com o llamando al (815) 740-4601.

LIMITED ENGLISH PROFICIENCY POLICY STATEMENT AND AVAILABLE RESOURCES

Title VI of the Civil Rights Act of 1964, 42 U.S.C. 2000d, et seq., provides that no person shall be subjected to discrimination on the basis of race, color, or national origin under any program or activity that receives Federal financial assistance. Title VI and its implementing regulations require that FTA recipients take responsible steps to ensure meaningful access for individuals who are Limited English Proficient (LEP).

In its role as overseer, Will County rarely encounters its eligible service population or its LEP population. Since Will County has adopted RTA's policies regarding a Title VI program, please see the tables on pages 12 and 13 below for a list of the RTA's public programs, activities, service, and measures to ensure contact with LEP persons. The RTA is committed to ensuring that the public is aware of the various language assistance services available and to provide notice of these services to LEP persons. The RTA performs ongoing reviews of the language assistance services it provides in order to ensure meaningful access for LEP persons to the RTA's public activities.

To that end, Will County provides translation and interpretation services free of charge upon request by calling (815)740-4601. The Regional Transportation Authority's Travel Information Center 836-7000 (from any regional area code) contracts with Certified Language International, a language translation firm, to provide translation services. The firm provides real-time translation services in 8 different languages and is available 24 hours a day, 7 days per week.

WILL COUNTY'S TITLE VI NOTICE TO THE PUBLIC

(Attached)

Will County's Title VI Notice is posted at:

Will County Board Office

302 N. Chicago Street

Joliet, IL 60432

Will County website: willcountyillinois.com

Will County Title VI Policy Handbook

TITLE VI NOTICE

Title VI of the 1964 Civil Rights Act requires that “No person in the United States shall, on the ground of race, color or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance.”

Will County is committed to a policy of non-discrimination in the conduct of its business, including its Title VI responsibilities. Will County recognizes its responsibilities to the communities in which it operates and to the society it serves. It is Will County’s policy to utilize its best efforts to assure that no person shall, on the grounds of race, color, or national origin be excluded from participation in, be denied the benefits of, or be subjected to discrimination under its program of public service.

All complaints will be investigated promptly. Reasonable measures will be undertaken to preserve any information that is confidential. The Mobility Manager will review every complaint, and when necessary, assign a neutral party to investigate. At a minimum the investigating officer will:

Identify and review all relevant documents, practices and procedures;

Identify and interview persons with knowledge of the Title VI violation, i.e., the person making the complaint; witnesses or anyone identified by the Complainant; anyone who may have been subject to similar activity, or anyone with relevant information.

Upon completion of the investigation, the Mobility Manager will complete a final report for the County Executive with a copy to the SAO. If a Title VI violation is found to exist, remedial steps as appropriate and necessary will be taken immediately. The Complainant will also receive a final report together with any remedial steps. The investigation process and final report should take no longer than twenty-five (25) business days. If no violation is found and the complainant wishes to appeal the decision, he or she may appeal directly to the Will County Executive, 302 N. Chicago St., Joliet, IL 60432.

Complaints may also be filed with the Federal Transit Administration’s Office of Civil Rights, no later than 180 days after the date of the alleged discrimination, 200 West Adams Street, Suite 320, Chicago, Illinois 60606, Phone: (312) 353-3770.

The Mobility Manager shall maintain a log of Title VI complaints received from this process which log shall include the date the complaint was filed; a summary of the allegations; the status of the complaint; and actions taken by Will County in response to the complaint. Should Will County receive a Title VI complaint in the form of a formal charge or lawsuit, the SAO shall be responsible for the investigation and maintaining a log as described herein.

If you believe that you have been excluded from participation in, denied the benefits of, or subjected to discrimination based on race, color, or national origin under Will County’s program of public service, please initiate a formal complaint to the Will County Mobility Manager, Wendie Garlich, 302 N. Chicago St, Joliet, IL 60432 or by telephone (815)774-6346. We prefer you to make your complaint in writing. Attached you will find a complaint form.

TITLE VI INVESTIGATIONS, COMPLAINTS, OR LAWSUITS

Since July 1, 2012 until the present time, there have been no Title VI investigations, complaints, or lawsuits naming Will County.

WILL COUNTY'S TITLE VI COMPLAINT FORM

TITLE VI COMPLAINT FORM

Title VI of the 1964 Civil Rights Act requires that "No person in the United States shall, on the ground of race, color or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance." If you feel you have been discriminated against in transit services, please provide the following information in order to assist us in processing your complaint and send it to:

Title VI Complaint Department
Will County Executive Office
302 N. Chicago Street
Joliet, Illinois 60432

Please print clearly or type:

Name: _____

Address: _____

City, State, Zip Code: _____

Telephone Number: _____

Email (optional): _____

Accessible Format of form needed? ☐ Large print ☐ Audio Tape ☐ TDD ☐ Other (please specify)

Are you filing this complaint on your own behalf? ☐ Yes ☐ No

If no, please provide your name and address: _____

What is your relationship to the person for whom you are filing the complaint? _____

Please confirm that you have obtained the permission of the aggrieved party if you are filing on behalf of a third party: ☐ Yes I have permission ☐ No I do not have permission

Person allegedly discriminated against:

Address of person allegedly discriminated against:

City, State, Zip Code of person allegedly discriminated against:

Please check off why you believe discrimination occurred (check all that apply):

____ race or color

____ national origin

____ income

____ other (explain): _____

What was the date of the alleged discrimination? _____

Where did the alleged discrimination take place? _____

Please describe the circumstances as you saw them:

Please list any and all known witnesses' names and contact information:

What type of corrective action would you like to see taken?

Have you filed a complaint with any other Federal, State, or local agency, or with any Federal or State Court?

Please provide information about a contact person at the agency/court where the complaint was filed:

Please attach any documents you have which support the allegation, then sign and date this form and send to the person listed on the first page of this form.

Signature

Print your name

Date

If you are filing on a third party's behalf, your signature and date are required.

Signature

Print your name

Date

Racial Breakdown of the Paratransit Coordination Council

<u>Body</u>	<u>Caucasian</u>	<u>Latino</u>	<u>African American</u>	<u>Asian American</u>	<u>Native American</u>
PCC	75.00%	0.00%	25.00%	0.00%	0.00%

The Paratransit Coordination Council was developed as an advisory board to assist the Will County Mobility Manager and the Will County Executive with the Will County Mobility Management project. Will County strives to always include a diverse membership in all committees and working groups. The Paratransit Coordination Council seeks to have a diverse racial, gender, and geographic composition that represents all areas of the county.

Committee members are designated by local agencies that serve people with disabilities (voting members). While the racial breakdown of the Paratransit Coordination Council does not reflect significant minority participation, two of its members have known disabilities. The remaining members work directly with the disabled community on a daily basis.

PUBLIC PARTICIPATION PLAN

Will County serves as the financial overseer and administrator for the Will County Mobility Management Program and is not involved in the day-to-day operating aspects of providing transit services. Because Will County is primarily an overseer rather than an operator, its direct interaction with the public is fairly limited.

In its overseer role, Will County, through Pace and RTA, is committed to promoting broad public participation and ensuring that the viewpoints of low-income, minority, and Limited Proficiency (LEP) populations are sought out and considered in the financial oversight and regional planning process.

Will County, through the Communications Department, ensures that the public is notified of the budget, policies, and activities through its contacts in the news media, the Will County website, and the transportation page that specifically promotes public transportation throughout Will County. There are brochures available for download on the transportation page in English and Spanish versions.

Will County also has a Paratransit Coordination Council that meets every other month to act as an advisory group to the Will County Executive and Will County Board. All actions taken by the Council are recommended to the Will County Board for formal action.

Our goal is to help develop, implement, and provide guidance to the coordination of shared ride transportation options within Will County so that (1) seniors, persons with disabilities, and people needing employment can access local and regional transportation services to get to locations within the regions and between regions; (2) municipalities, human service agencies and other organizations can purchase such coordinated transportation services for their citizens, clients, and customers; and (3) qualifying individuals, not working through an agency, would have the option to purchase/order transportation services.

Will County also adheres to the public policies of Pace Suburban Bus Service and the RTA as shown in the charts below.

PROGRAMS, ACTIVITIES AND SERVICES THROUGH WHICH THE RTA COMES INTO CONTACT WITH THE PUBLIC AND LEP MEASURES TAKEN WITH RESPECT TO SAME

Program, Activity, or Service	LEP Measures
High Volume Programs or Services	
RTA Travel Information Center	<ul style="list-style-type: none"> • Real-time, telephone-based language interpretation services are available in hundreds of languages through an RTA contractor.
RTA Customer Service Center	<ul style="list-style-type: none"> • Centrally located and near public transportation in order to provide meaningful access to persons from throughout the entire region. • Real-time, telephone-based language interpretation services are available in hundreds of languages through an RTA contractor.
Low Volume Programs or Services	
ADA Paratransit Eligibility Determination and Appeals	<ul style="list-style-type: none"> • Translators are available upon request in hundreds of languages through an RTA contractor.
ADA Travel Training	<ul style="list-style-type: none"> • Translators are available upon request in hundreds of languages through an RTA contractor.
RTA Public Meetings, Hearings, and Other Publicly-Held Key Planning and Funding Activities	<ul style="list-style-type: none"> • Multi-lingual notification at meetings on how to request translation services. • RTA contracts with a firm to translate key documents (or summaries of documents) or provide in-person translation assistance in hundreds of languages upon request. • RTA holds these events in areas accessible to transit and affirmatively provides translation services at meetings held in areas with concentrated LEP populations.
Reduced Fare Passes	<ul style="list-style-type: none"> • Translators are available upon request for seniors or members of the disability community seeking reduced fare passes.
Ride Free Program	<ul style="list-style-type: none"> • Translators are available upon request for seniors or members of the disability community seeking to enroll in the Ride Free Program, which is an income-tested free ride program.
Transit Fare Benefit Program	<ul style="list-style-type: none"> • Translators are available upon request for members of the public seeking to enroll in the Transit Fare Benefit Program.

Passive Programs or Services	
RTA Website	<ul style="list-style-type: none"> • Where possible, the RTA website uses universal icons and pictographs to bridge language barriers for speakers of other languages.
	<ul style="list-style-type: none"> • Customers can utilize free online translation programs such as Google Translate or Babelfish.
RTA Trip Planner	<ul style="list-style-type: none"> • The RTA Trip Planner website is available in English, Spanish, and Polish. • Where possible, the website uses universal icons and pictographs to bridge language barriers for speakers of other languages. • Customers can utilize free online translation programs such as Google translate or Babelfish.
Regional Interagency Signage Program	<ul style="list-style-type: none"> • Way-finding and transit information signs intentionally rely on universal icons and pictographs to bridge language barriers. In most cases, limited space for text on signs precludes use of languages other than English.
RTA Public Documents	<ul style="list-style-type: none"> • Translations of these documents are available to the public on request.
In Transit	<ul style="list-style-type: none"> • The RTA is discussing whether it is reasonable to pay for translation of this relatively low circulation publication.
System Maps	<ul style="list-style-type: none"> • These publications are published in English and Spanish.